



COMMISSIONER  
James R. Hine

October 7, 2004

To: Home and Community Support Services Agencies (HCSSAs)

Subject: Provider Letter #04-28 – Outcome and Assessment Information Set (OASIS)  
Help Desk

The Texas Department of Aging and Disability Services (DADS) has established a direct telephone line for Home Health Agencies to call regarding OASIS questions or problems. An e-mail address is also available.

**1. What is the OASIS Help Desk number and e-mail address?**

- The OASIS Help Desk phone number is (512) 438-4122.
- The e-mail address is [OASIS.Help@dads.state.tx.us](mailto:OASIS.Help@dads.state.tx.us).

**2. When can agencies call the OASIS Help Desk?**

The hours of operation are 8:00 a.m. to 5:00 p.m., Monday through Friday, except federal holidays.

**3. What types of calls are answered by the OASIS Help Desk?**

The OASIS Help Desk assists callers with:

- Questions on clinical and technical automation aspects of OASIS;
- General OASIS questions; and
- OASIS training opportunities.

**4. Who answers the OASIS questions?**

The OASIS Education Coordinators, Automation Coordinator, and automation staff answer OASIS questions.

Sincerely,

[signature on file]

Veronda L. Durden  
Assistant Commissioner  
Regulatory Services

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